


U N I V E R S I T Y *of* H O U S T O N

Continuing Education



Coaching Tools  
*for*  
**LEADERS**

THE UH EXECUTIVE COACHING INSTITUTE

**Spring 2008 Schedule**

[www.uh.edu/continuingeducation/eci](http://www.uh.edu/continuingeducation/eci)

# Coaching Tools for Leaders Certificate Program

## COACHING SKILLS ARE THE EMERGING FORCE

behind the next generation of successful leaders who bring out the best in others. Coaching provides a powerful framework to transform a leader's valuable knowledge and talent into focused relationships that respect people at the deepest level.

In the workplace, leaders with truly effective coaching skills produce significantly better results. People do better work, stay longer, and contribute more to the organization in many other ways.

**Coaching Tools for Leaders: The UH Executive Coaching Institute** offers motivated, results-driven professionals the tools to achieve and sustain excellence. Coaching Tools Fundamentals, the core of the 60-hour certificate program, introduces and activates professional coaching tools that are must-haves for high-performing leaders. Other workshops offered throughout the year build on the foundational training with hands-on, practical learning that leads to improved interactions and outcomes. Companies that have created a coaching culture report significantly reduced staff turnover, increased productivity, and greater happiness and satisfaction at work.

*"I have worked with my team for three years, trying to get them to do better. After taking the Coaching Tools for Leaders course, I have made more progress with my team in six weeks than I had in the last three years. The coaching tools taught in this course really do work!"*

—J.C.  
Head of academic advising  
for a major university

## CERTIFICATE PROGRAM DETAILS

Coaching Tools Fundamentals, Coaching for Change, Coaching in a Multicultural Workplace, Coaching for Goal Setting and Achievement, and Coaching for Conflict Resolution may be taken individually or as the **Coaching Tools for Leaders Certificate Program**.

- **Save \$300!** (All modules must be completed within two years of enrollment.)
- Coaching Tools Fundamentals is a prerequisite for all other modules. You may enroll in the other courses in any sequence you choose.
- To receive your certificate and CEUs, you must complete all assigned coursework and attend 80 percent of the classes in each core module.

## The 60-hour certificate program includes:

### Coaching Tools Fundamentals (24 hours)

The core training builds from the recognition that your results are tied to the quality of your interaction with other people—your employees, managers, supervisors, and customers. Participants complete the training with hands-on, practical learning that will lead to improved interactions and outcomes.

**Coaching Tools Fundamentals** brings out your natural leadership abilities and allows you to leverage those abilities in your organization. This training introduces the essential tools that create the capacity to move from *doing* management to *being* a leader. Participants are guided through the development of their unique leadership style and learn how to strategically leverage this new capacity.

Participants will:

- Begin to understand how their own thinking influences their ability to create a high performance environment.
- Understand the distinctions between leading, managing, coaching and supervising and how to effectively perform and leverage each.
- Gain a deep understanding of professional coaching tools and how to correctly apply them in any environment.
- See a new and innovative application of service and servant leadership.
- Understand the 14 patterns of communication that allow the leader to go beyond what is being said and identify the actual communication.
- Gain clarity about their natural leadership style.
- Learn to improve performance by creating accountability based in trust, not fear.

## Coaching for Change (12 hours)

Making productive connections with people is the essential ingredient for you and your leadership teams to successfully navigate change initiatives. In these times of profound and constant change, results must be accomplished in near super-human timeframes. In **Coaching for Change**, participants receive practical, real-world coaching tools that they can apply in their business environments. This module also provides proven information on navigating organizational change that will enable participants to experience greatly improved interactions and outcomes.

Participants will:

- Dispel the myths of “managing change” to understand that change is not only inevitable, but essential.
- Discover the true impact of change initiatives on staff.
- Be introduced to the Seven Principles of Successful Change.
- Learn to use the Strategic Attraction Planning Process™ to gain clarity and move themselves, their teams, and their organizations through change more quickly and easily.
- Recognize and celebrate everyday successes that are vital for team synergy and high performance.
- Discover how to use the process of Radical Acknowledgement™ to create trust and clarity in the communication process.
- Use real-world examples to apply the coaching tools.

Coaching for Change reinforces and applies the core coaching tools that can move you from dreading change to embracing it.



## Coaching for Goal Setting and Achievement (9 hours)

Do your teams, work groups and your people sometimes fall short of goals and miss deadlines, even though you have followed all traditional goal-setting recommendations? Have you ever wondered why? Goal setting is not enough to make a goal a reality. A goal achievement system is what is needed.

In this session participants will learn:

- The four A's of high performance that must be present in your goal achievement system.
- How to overcome “The Accountability Myth” that exists in every business in America.
- The value of Olympic Thinking to achieve goals.

**Coaching for Goal Setting and Achievement** starts where everything you've ever been told about goal setting ends. You will definitely hear something about goal setting that you have never heard before. If you want to know why people don't achieve their goals and what to do about it, make sure you attend this session.

# Spring 2008 Course Schedule and Fees

Title	Begin Date	End Date	Hours	Course code	Fee	Prerequisite
<b>Morning Option</b> (Wednesdays, 9 a.m.–noon)						
<b>Coaching Tools for Leaders Certificate Program</b>			<b>60</b>	<b>08SCFL100C</b>	<b>\$2,820</b>	
Coaching Tools Fundamentals	Jan. 30, 2008	March 19, 2008	24	08SCFL101C	1,225	
Coaching for Change	March 26, 2008	April 16, 2008	12	08SCFL102C	612	Fundamentals
Coaching for Goal Setting and Achievement	April 23, 2008	May 7, 2008	9	08SCFL103C	459	Fundamentals
Coaching for Conflict Resolution	May 14, 2008	May 21, 2008	6	08SCFL104C	365	Fundamentals
Coaching in a Multicultural Workplace	May 28, 2008	June 11, 2008	9	08SCFL105C	459	Fundamentals
<b>Afternoon Option</b> (Wednesdays, 4:30–7:30 p.m.)						
<b>Coaching Tools for Leaders Certificate Program</b>			<b>60</b>	<b>08SCFL200C</b>	<b>\$2,820</b>	
Coaching Tools Fundamentals	Jan. 30, 2008	March 19, 2008	24	08SCFL201C	1,225	
Coaching for Change	March 26, 2008	April 16, 2008	12	08SCFL202C	612	Fundamentals
Coaching for Goal Setting and Achievement	April 23, 2008	May 5, 2008	9	08SCFL203C	459	Fundamentals
Coaching for Conflict Resolution	May 14, 2008	May 21, 2008	6	08SCFL204C	365	Fundamentals
Coaching in a Multicultural Workplace	May 28, 2008	June 11, 2008	9	08SCFL205C	459	Fundamentals

## Coaching for Conflict Resolution (6 hours)

Focusing on conflicts takes time and energy away from more productive actions and, ultimately, negatively impacts the results that leaders want to accomplish.

This module builds on the core programs of Coaching Tools for Leaders and enables participants to put to use their skills of Curiosity, Acknowledgements, Feedback, Distinctions, and Attentiveness. **Coaching for Conflict Resolution** reinforces and applies these concepts to difficult situations.

Participants will discover:

- The elegant skill of yielding to produce desired results.
- The value of role-play techniques to prepare for difficult conversations.
- The rules of improv and how to apply them to any conflict situation.
- Powerful principles that take the pressure out of situations.
- Their ability to produce creative solutions that may not have surfaced prior to the conflicting conversation.

Participants will experience the power of coaching to produce commanding and dramatic results when managing conflict.

## Coaching in a Multicultural Workplace

(9 hours)

This module is designed for leaders in the multicultural workplace to strengthen their capacity to coach their colleagues more effectively and to respond to cultural differences in creative and productive ways, especially when personally or professionally challenged.

Building on the powerful tools of curiosity and attentiveness, focusing on individual and group perceptions and genuine interest in personal and cultural values, **Coaching in a Multicultural Workplace** will include content-focused discussions, coaching exercises, and integrative conversations as well as case studies.

Participants will increase their capacity to coach effectively and creatively when faced with differences of opinion, values, and behaviors, in order to

- Create maximum effectiveness in the multicultural workplace
- Strengthen their sense of leadership of self and others while navigating cultural differences and effectively coaching in each situation.



# Advanced Coaching and Communication

NEW!

(18 hours)

**Prerequisite:** Coaching Tools Fundamentals

Continue your journey to becoming a masterful coach with this advanced class focusing on refinement of the coaching tools and your coaching skills. Masterful coaching is a function of two things—your listening and your communication. Often our communication is transparent to us; what we say is not what we mean or what is heard.

Building on the tools from Coaching Tools Fundamentals, in **Advanced Coaching and Communication** you'll get a clear picture of your listening and communication gaps, rigorous feedback on your coaching, and a new application of the basic tools.

- Includes a one-on-one coaching session with Mattison Grey, plus an optional coaching practicum.
- Get an Advanced Certificate when taken after the 60-hour program.

### Advanced Coaching and Communication

08SCFL0400C \$1,225

Wednesdays, April 2–May 14, 2008 4:30–7:30 p.m.

### ABOUT THE CORE INSTRUCTORS

**Mattison Grey, M.Ed.**, is founder and president of Greystone Guides. She is a professional business and leadership coach, coaching consultant, sales trainer, and speaker. She completed a four-year leadership and high-performance training curriculum and is certified by the International Association of Coaches. Since 1997, Mattison has been coaching teams and individuals and consulting in organizations in the areas of leadership, communication, team work, and high performance.

**Patty Walters** is the principal of Connections Unlimited. She coaches clients to increase focus, visibility, profitability, and credibility through relationships. She offers individual and group coaching, customized advanced communication and strategic-planning workshops and teleclasses, performing arts-based teambuilding, and change management consulting. Her clients include small businesses, Fortune 500 corporations, and individual professionals.

# Customized On-site Corporate Training

University of Houston Continuing Education will work closely with your company to assess, design, develop, and deliver custom programs to meet your unique objectives. We have been a premier provider of on-site training for more than 15 years. Our programs are designed to give you the skills and tools to get results.

## Customized in-house training allows you to:

- Achieve significant improvements across your organization
- Stay on the cutting edge and compete intellectually
- Save valuable time and resources
- Choose the competencies, dates, duration, and location of training.

**Coaching Tools for Leaders** can be offered on-site to meet your organization's needs. You may choose to present the modules as described in this brochure, or we can develop custom-designed training to your unique requirements.

## Other courses and workshops offered for on-site training include:

- Business Image
- Coaching and Team Dynamics
- Coaching for High Performance
- Coaching Tools for Consultants
- Coaching Tools for Nonprofit Leaders
- Customer Service
- Effective Presentations—Creating a Lasting Impression
- IMPROVing Your Relationships
- Reality Selling
- ...and more

For more information about customized training, please contact:

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Learn more about  
**Coaching Tools for Leaders:**  
The UH Executive Coaching Institute at a  
**FREE INFORMATION SESSION**

Our information sessions are offered in two formats: in person at the UH Continuing Education Center (main campus) and by tele-preview conference call.

### UPCOMING SESSIONS AT THE UH MAIN CAMPUS

Monday, January 28	6:30 p.m.
Monday, February 18	6:30 p.m.
Wednesday, March 12	7:00 p.m.
Monday, April 28	6:30 p.m.

### UPCOMING TELE-PREVIEW SESSIONS

Tuesday, January 8	1 p.m. Central
Wednesday, January 16	7 p.m. Central
Wednesday, June 11	1 p.m. Central
Wednesday, July 16	7 p.m. Central

For more information or to RSVP, call  
**713-743-1185** or visit our web site.

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**UNIVERSITY of HOUSTON**

Continuing Education

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THE UH EXECUTIVE COACHING INSTITUTE

- Certificate Program
- Customized In-House Training
- NEW!:*
- Advanced Coaching and Communication

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